

# STAFF SERVICES ANALYST

OPEN - STATEWIDE - CONTINUOUS

JY20-5157



CALIFORNIA  
STATE  
GOVERNMENT

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS

## EXAMINATION TYPE

This is an open examination. Applications will not be accepted on a promotional basis. Career credits will not be granted.

## WHO CAN APPLY

Applicants who meet the minimum qualifications may apply for this examination at any time. Once you have taken the written examination, you may not reapply for 12 months.

## GENERAL INFORMATION

**MEETING THE MINIMUM QUALIFICATIONS TO COMPETE IN THE STAFF SERVICES ANALYST EXAMINATION DOES NOT ASSURE PLACEMENT ON THE ELIGIBLE LIST. COMPETITORS MUST SUCCESSFULLY PASS THE EXAMINATION.**

**STATE EMPLOYEES WHO ARE CURRENTLY WORKING AS STAFF SERVICE ANALYSTS, WITH FULL-TIME APPOINTMENTS TO THE CLASSIFICATION, MAY NOT TAKE THIS EXAMINATION PER GOVERNMENT CODE SECTION 18935(b).**

## HOW TO APPLY

The application and scheduling process for the Staff Services Analyst (General) classification written examination will be available on a continuous file basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, as well as provide their contact information. An immediate minimum qualifications determination will be made by the on-line system. If an applicant meets minimum qualifications, he/she will be allowed to select a date and time to take the written examination. Applicants will be allowed to select from one or more date and time options. **Applicants will be required to verify that they meet minimum qualifications as stated on their application prior to receiving an offer of employment, or if requested to do so by the State Personnel Board.**

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located, and the policies related to usage. DO NOT contact the State Personnel Board for this information. The State Personnel Board does not maintain an up-to-date list of library locations. The State Personnel Board Service Center at 801 Capitol Mall, Sacramento, also has Internet terminals that are available for public use at no cost. For more information, contact the Service Center at (916) 653-1705. If you are not familiar with the Internet, you may have a friend or family member assist you.

You may apply for the examination on the Internet by connecting to:

[http://www.spb.ca.gov/employment/exam\\_start.htm](http://www.spb.ca.gov/employment/exam_start.htm)

and following the on-line instructions. Please note that the Internet system will not be available on Tuesdays between 7:00 a.m. and 1:00 p.m., Pacific Standard Time, for processing and maintenance. DO NOT begin the application process on the Internet during this time as your record will not be processed. If you begin the application process before 7:00 a.m., be sure to allow sufficient time to complete the process. It takes approximately 1/2 hour to complete the application and scheduling process on the Internet.

**DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE STAFF SERVICES ANALYST EXAMINATION IS CONTAINED IN THE INTERNET PROCESS.**

## SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangement, call the SPB Examination Services Team at (916) 653-1502 or TDD (916) 654-6336.

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# STAFF SERVICES ANALYST (GENERAL)

1/16/07

## SALARY RANGE

Monthly Salary

Range A - \$2,724.00 - \$3,313.00

Range B - \$2,950.00 - \$3,586.00

Range C - \$3,538.00 - \$4,300.00

Range A. This range will apply to those individuals who do not meet the criteria for Range B or C.

Range B. This range shall apply to persons who have satisfactorily completed the equivalent to six months of Staff Services Analyst (General) or Staff Services Analyst, Fair Political Practices Commission experience, and may apply to persons who have the equivalent of six months of satisfactory experience outside of State service performing analytical, personnel, budget or administrative duties similar to those of Staff Services Analyst.

Range C. This range shall apply to persons who have satisfactorily completed the equivalent to 12 months of Staff Services Analyst (Range B) or Staff Services Analyst, Fair Political Practices Commission experience, and may apply to persons who have the equivalent of eighteen months of satisfactory experience outside of State service performing analytical, personnel, budget or administrative duties similar to those of Staff Services Analyst.

## ELIGIBLE LIST INFORMATION

A CANDIDATE MAY ONLY TEST ONCE IN A 12-MONTH PERIOD. Names of successful competitors will be merged into the eligible list in order of final scores regardless of test date. Eligibility expires 24 months after it is established; competitors must then retest to reestablish eligibility.

The eligible list consists of six ranks. All successful candidates are placed in one of six ranks. Candidates in the first three ranks are immediately reachable for employment.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated below.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time for Pattern II, may be admitted to the examination as meeting 100% of the overall experience requirement.

## MINIMUM QUALIFICATIONS

### PATTERN I

Equivalent to graduation from college (Bachelor's degree) with any major, but preferably with specialization in public or business administration, accounting, economics, political or social science, or law. (NOTE: Equivalent to graduation from college refers to a Bachelor's degree. Applicants must have the required number of units, as well as all of the required coursework, to be awarded a Bachelor's degree.) (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Work experience in the California State service may be substituted for the required education on a year-for-year basis by applicants who have at least six semester or nine quarter units of college level training in public or business administration, accounting, economics, political or social science, English, speech, statistics, law, or a closely related area.)

### PATTERN II

Six months of experience performing the duties of a Personnel Technician I, Range B, in State service.

### PATTERN III

Six months of experience performing the duties of a Budget Technician I, Range B, in State service.

### PATTERN IV

Six months of experience performing the duties of a Management Services Technician, Range B, or Occupational Technician (General), Range B, or Business Services Assistant (Specialist), Range B, in State service.

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**MINIMUM QUALIFICATIONS  
(Continued)****PATTERN V**

Experience: One year of experience in the California State service performing the duties of a class at a level of responsibility equivalent to a Program Technician II, Office Services Supervisor I, or Office Technician, and

Education: Twelve semester or eighteen quarter units of college courses in Public or Business Administration, Accounting, Economics, Political or Social Science, English, Speech, Statistics, Law or a closely related area.

**SPECIAL NOTE FOR CURRENT STATE EMPLOYEES WHO DO NOT MEET ANY OF THE MINIMUM QUALIFICATION PATTERNS LISTED ABOVE:**

If you believe that you are eligible to transfer into the Staff Services Analyst classification, you should consult with the Personnel Office of the department where you are employed. Your Personnel Office will provide you with information regarding the applicable transfer procedures.

**VETERANS PREFERENCE**

Veterans preference credit will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.

**SPECIAL PERSONAL  
CHARACTERISTICS**

Willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; willingness and ability to accept increasing responsibility.

**POSITION DESCRIPTION**

Under supervision, incumbents perform analytical work of average difficulty in a wide variety of consultative and analytical staff services assignments such as program evaluation and planning, systems development, budgeting, planning, training, management and personnel analysis; and do other related work. Studies the principles and techniques of the area of work to which assigned and, under supervision, applies them; participates in analytical studies of organization, procedures, budgetary requirements, personnel management; gathers, tabulates, and analyzes data; draws organization, workload, and other charts; interviews and consults with departmental officials, employees, and others to give and secure information; prepares reports and makes recommendations on procedures, policies, and program alternatives; reviews and analyzes proposed legislation and advises management on the potential impact; makes decisions on financial, personnel, and other transactions of average complexity; works as field representative in intergovernmental negotiations; prepares correspondence.

**POSITIONS EXIST STATEWIDE WITH VARIOUS DEPARTMENTS. The eligible list that results from this examination may be used by all State departments who utilize the Staff Services Analyst classification.**

**EXAMINATION  
INFORMATION**

The examination for Staff Services Analyst (General) will consist of a written examination weighted 100%. The scope of the written examination will consist of Statistics and Quantitative Analysis, Data Analysis and Interpretation, and Workload Management/Project Management Scenarios.

Hiring interviews may also evaluate the following areas:

Knowledge of: Problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments; basic statistics to calculate and interpret statistical analyses and draw appropriate conclusions.

Ability to: Work independently on projects or assignments without close supervision or detailed instructions; be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action.

Skill to: Perform arithmetic computations; perform basic statistical calculations; extract specific, relevant data and information from a larger body of materials; comprehend and interpret complex information and materials, including standards, procedures and policies; apply policies and procedures in the completion

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of work assignments; apply technical principles and standards in the completion of work assignments; read and interpret charts and graphs, identify all facts and implications related to a situation before drawing conclusions and determining courses of action; analyze and evaluate data and information to formulate conclusions and courses of actions; make appropriate decisions based upon the facts and information available; recognize the ramifications and possible impact of decisions and/or actions to determine the most appropriate courses of action; analyze and evaluate situations accurately and thoroughly to determine and implement effective, appropriate courses of action; organize and identify the work activities to be completed by a work team or task force completing a project; recognize the need to shift priorities and resources to compete projects and assignments within established timeframes and by expected deadlines; follow-up and ensure that the assignments and activities of work team or task force members are completed within established timelines; prioritize assignments and projects to ensure completion within established timeframes and by expected deadlines; participate in and contribute to the effectiveness of a group or team; establish and maintain cooperative relations with others.

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**NOTIFICATION**

Competitors may obtain their results by connecting to the Internet at the following addresses:

[http://www.spb.ca.gov/employment/exam\\_start.htm](http://www.spb.ca.gov/employment/exam_start.htm)

Results are posted every Wednesday. If you do not have access to the Internet, you should contact your local library or the State Personnel Board Service Center at (916) 653-1502.

**QUESTIONS?**

If you have questions concerning the Staff Services Analyst examination or the application process, please call the State Personnel Board, Service Center, at (916) 653-1705. You may also contact the State Personnel Board in writing at 801 Capitol Mall, Sacramento, CA 95814.

CALIFORNIA RELAY: For TDD Phone - (800) 735-2929; From Voice Phone - (800) 735-2922

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## GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order:

1) sub-divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: Five (5) points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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# CALIFORNIA STATE PERSONNEL BOARD

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